GOT | Internet Usage

CONTROLS?

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The Internet can be a very useful business tool for job-related activities.

However, a 2002 CSI/FBI survey reported that 78% of companies polled detected employee abuse of Internet access privileges.

Here are some interesting Internet usage statistics:

- **30-40% of Internet use in the workplace is not related to business**

- **37% of workers say they surf the Internet constantly at work**

- **60% of all online purchases are made during working hours**

- **41% of employees admit to personal surfing at work for more than three hours per week**

- **70% of all Internet pornography traffic occurs from 9AM to 5PM**

Controlling Internet Abuse

The Internet has ignited a transformation in the way corporations and governments conduct business. While email and e-commerce has enhanced business productivity, the Internet has fostered avenues in pornography, gambling, shopping, and entertainment. The County currently utilizes an Internet filtering software to limit inappropriate Internet use.

> Sixty-four % of employees say they use the Internet for personal reasons while on the clock

Administrative Policy A2609 has been established to guide management in establishing controls for acceptable Internet use. While limited personal use is permitted, it must be consistent with County and departmental policy.

Department Heads are responsible to monitor departmental use of their own computing resources and may request access to usage information at any time.

To control Internet abuse department Heads should:

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Acting CIO**

- Establish policies and procedures for acceptable Internet use within their respective departments

- Provide acceptable use training for their employees

- Monitor/report unacceptable usage

- Initiate the appropriate disciplinary action in response to violations
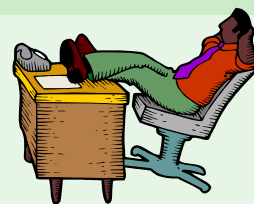
Obtaining Usage Information

County Management may request access to Internet usage information for their organization at any time to ensure compliance with County policy. Requests must be made directly to the Telecommunications (Telecom) Director by Elected Officials, Presiding Judge, or Appointed Department Directors. Currently, tracking logs are not enabled until a request is made, therefore, prior history is not available. Once the logging is complete, the information will be returned to the requestor. Telecom is working to enhance current reporting tools to provide management with timely and useful reports. As these become available, management will be made aware of the new tools and can implement applicable monitoring controls.

Did You Know?
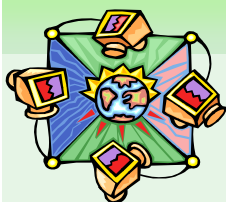
Vault.com® reports that 47 percent of employees surveyed admitted to spending between 10 minutes and an hour each day surfing non work-related sites; 24 percent spent more than an hour a day. If the County can reduce its non-productive Internet use by even 10 minutes a day for each of the County's 9,000 Internet users, it could save $6.2 million per year in personnel costs.